

UNITED STATES CIVIL SERVICE COMMISSION

BUREAU OF RETIREMENT AND INSURANCE

WASHINGTON 25, D.C.

ADDRESS REPLY TO
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AND REFER TO

FILE

RH:EFM
AND DATE OF THIS LETTER

APR 4 1961

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Government Employees Health Association, Inc.
P. O. Box 463
Washington, D.C.

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Dear [REDACTED]

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Here, as promised, are tables showing preliminary (and very incomplete) results of our survey of employee reactions to the Health benefits program. A copy of the questionnaire used to obtain the responses is also enclosed. As you know, it is being administered to a randomly selected ten per cent sample of employees, who reply anonymously.

A total of 15,465 questionnaires have been tabulated so far. Of these, 1,768 were from employees who are not enrolled and who did not, therefore, answer the questions. The tables reflect the responses of the nearly 14,000 who are enrolled. A "Carrier and Option" code ending in "0" indicates a respondent who identified his plan but not the type of enrollment.

Table 7 is a summary showing how many respondents would keep their present plan, how many would change, and how many are undecided; how many users are satisfied, dissatisfied, and undecided about the service they have received; how many suggested changes in their present plans; and how many suggested overall program changes (e.g. changes in definition of "family," in the Government's contribution for women whose husbands are non-dependent, in frequency with which enrollment changes are permitted). Line 1 provides this information for all carriers combined. Below that line, the same information is detailed, by option, for your particular plan. The pen and ink additions to this Table show, in the fifth column, the per cent of your enrollees who would change plans; in the seventh, the per cent who have actually used your plan; and in the ninth, the per cent of users who were not satisfied.

Table 2, based on responses to Questions 2 and 3, shows reasons for dissatisfaction among users of all plans combined. Table 2-A gives comparable information about dissatisfactions among users of your plan.

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The dittoed code sheet attached to these tables will enable you to interpret the reasons for dissatisfaction. Since some users gave several reasons, all of which were coded, these tables show more responses than there are dissatisfied users.

Table 4, based on responses to Question 4, shows the areas in which improvements were most frequently suggested by enrollees (users and non-users) of all plans combined. Table 4-A gives comparable information about improvements most frequently suggested by enrollees of your plan. The code used for this table is identical with that used for Table 2. Some respondents made several suggestions, all of which were coded.

A copy of our press release on the early returns from the evaluation questionnaires is also enclosed for your information.

We hope that the information provided by the attachments will prove useful to you. The next summaries are due in about three weeks and will be forwarded to you as promptly as possible.

Sincerely yours,

Andrew E. Ruddock

Andrew E. Ruddock
Director

Enclosures